

MLC Events Team Volunteer Expectations

Created: 2016-08-16

Onboarding New Events Team (ET) Members:

- 1) Within 1 Day - Email to be sent by the Events Team Chair to all ET members when a new member joins
 - a. Have the new team member respond all with a short bio (1-3 sentences about him/her) and why they would like to join the ET
- 2) Within 1 Day - Send an email to the President and Chair/Co-Chair from the Events Team Chair
 - a. An official recognition letter by the Chair should be sent to the new member
- 3) Within 1 Week - Have new member fill out their contact information on the 2nd tab of the Monthly Call Standard Work
- 4) Within 2 Weeks – EC Chair Assign a seasoned member, as a mentor, of the ET setup time with the new member and walk through all the standard documents for the team (Hoshin Plan, Master Schedule, PDCA, Registration Matrix, Fee Matrix, Events Monthly Standard Work)
 - a. During this time assess what the new team member is most passionate about and where they may best spend their time as a volunteer
 - b. Discuss what the MLC's aim is (vision, mission, values)
 - c. Discuss the structure of the MLC (see board of directors tab)
 - d. Discuss what the ET does and what its aim is and how this fits in the MLC
 - e. Setup a time in the next 3 months that the member can be a volunteer at one of the upcoming events
 - i. Assigned member Inform event lead and co-lead to include on all emails
- 5) Within 3 Weeks - The Bio and Introduction needs to be sent to the MLC Coordinator by the Events Team Chair for the next Newsletter, with what they will be focused on within the ET
- 6) At 3 & 6 Months – the mentor will follow up with the new member to assess how to better support their volunteer role on the ET

Requirement for all ET Volunteers

- a. Volunteer at 1 Event annually
- b. Must be show activity on the ET Involvement Hijunka
- c. Should be involved on 1 task force or Hoshin plan annual objective
- d. Prior to Leading an event
 - i. Must participate 3 times (volunteer, Co-lead (as support), Co-Lead (operate as lead))
 - ii. Must understand and explain all event documents to the ET Chair
 1. PDCA
 2. Master Schedule
 3. Budget
 4. Process if issues arise
 5. Speaker Form

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6. Expectations of the monthly ET alignment call
- e. All individuals on the ET will be on a skills matrix to track ET and individual progress
 - i. Ratings 1-4 to be used:
 1. 1 = Awareness
 2. 2 = Know
 3. 3 = Do
 4. 4 = Coach/Train/Mentor

Events Team Size and Roles (57% of 7 responses wanted this)

- f. ET should target 16 members minimum to operate
- g. These ET Roles will rotate on a cycle of ____ years?
 - i. Chair
 - ii. Treasurer
 - iii. Secretary (new)
 - iv. Annual Conference Lead
 - v. Healthcare Symposium Lead
- h. All other roles have no term limits
 - i. ~~Events Direction/Map Maker~~ – deleted
 - ii. Event Lead
 - iii. Event Co-Lead
 - iv. Event Volunteer
 - v. Event Task Force Member
 - vi. Meeting Note Taker
 - vii. Master Scheduler
 - viii. Young Professional Liaison (unfilled)
 - ix. Educational Series Coordinator (need 2)
 - x. Survey and Metrics Lead (new)
 1. Assess and summarize surveys
 2. Coordinates all event metrics
 3. Ensures VOC getting into plans/actions by the ET
 - xi. Standard Work Lead (new)
 - xii. Mentor (new)

ET Off Boarding Process

- 1) Any ET role that has a term limit should train a replacement prior to departure and coordinate this process with the Chair
 - a. A professional report out should be provided on last monthly alignment call prior to departure
 - i. Share learnings
 - ii. Share suggested improvements

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- 2) Any member of the ET leaving should provide a notice of 90 days, if possible, and provide an update on any active items as well as learnings while on the ET and improvements the ET should consider
- 3) Each person leaving should conduct an exit interview with the Chair prior to departure

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